



# **State of Montana**

## **Montana State Fund**

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# **2012 Agency Biennial IT Report**

## **Fiscal Year 2011-2012**

August 2012

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## EXECUTIVE SUMMARY

Montana State Fund's business plan focuses on customer service, workforce development, appropriate infrastructure and improved claim and medical management.

IT goals to help Montana State Fund fulfill its annual plan include:

- improve and extend efficient insurance functionality
- provide an operational and competitive edge to MSF insurance service delivery capability.

A number of insurance projects with an IT component were mandated by the Montana State Fund Board of Directors or planning committee within the last two years to support the business goals.

Overall benefits realized by customers:

- Enhanced claim processing functionality for improved injured employee service.
- Enhanced policy rating functionality for refined rating capability.
- New pharmacy and medical bill pay vendors implemented resulting in reduced costs and improved service to injured employees and providers.
- Compliance with Federal and State mandated requirements.
- Improved communication with stakeholders and efficient internal insurance document management.

<b>Initiative Status</b>	<b>Total</b>	<b>*Fully Funded</b>	<b>Unfunded</b>	<b>Partially Funded</b>
Completed: <i>Personal Information Protection</i>	1	x		
Substantially Completed				
Deferred				
Delayed				
Cancelled				
Remain on-going by design: <i>Application and Infrastructure Lifecycle Support</i>	1	x		

\*Budget approved by MSF Board of Directors

## SECTION 1: AGENCY IT PLAN ACCOMPLISHMENTS – GOALS & OBJECTIVES

### *Goal Number 1:*

#### **IT Goal 1** Improve and Extend Efficient Insurance Functionality and Features

Description: Insurance requires a highly specific and unique mix of IT software and services. MSF will invest IT resources on appropriate projects as prioritized by the Board of Directors and MSF Governance Committees for market, service and operating efficiency.

Benefits: MSF customers receive requested and prioritized system maintenance and enhancement requests/projects in a timely manner. With improved functionality, MSF employees provide more efficient and effective service to MSF stakeholders.

Goal 3. Efficient MSF insurance functionality helps Montana businesses create quality jobs for their employees and helps enable a favorable business climate as MSF successfully fulfills its role in creating a stable insurance market and helps improve workplace safety.

#### **Supporting Objective/Action**

##### **Objective 1-1** Plan IT resources for organizational efficiency and cost-effectiveness.

Accomplishments: All business plan and Executive approved projects to date have been delivered on schedule, using planned Montana State Fund internal resources and external resources.

Status: on-going as projects are approved

#### **Supporting Objective/Action**

##### **Objective 1-2** Insurance Service Quality Improvement

Accomplishments: All business plan and Executive approved projects have been delivered on schedule and attained the business approved pre-defined quality goals. Operational system and support service goals are consistently met or exceeded. Application updates occur every two months and include planned system changes.

Status: on-going as projects and changes are approved

#### **Supporting Objective/Action**

##### **Objective 1-3** IT employee insurance business and technical development

Accomplishments: 114 training events occurred over the past two years with both technical and business focus. Knowledge transfer assignments for technology skill growth regularly occur between IT employees.

Status: on-going

### *Goal Number 2:*

#### **IT Goal 2** Provide an operational and competitive edge to MSF insurance service delivery capability.

Description: Enhance systems performance by appropriate leveraging of technology and practical architecture.

Benefits: MSF employees and stakeholders realize the benefits of efficient system changes and efficient operations.

Objective 1-6. Leveraging appropriate technology for efficient insurance services delivery addresses the

State objective of continuing to encourage and promote the use of innovative technologies for delivering services.

### **Supporting Objective/Action**

**Objective 2-1**      Ensure MSF infrastructure supports existing operational requirements and is positioned for flexibility.

Accomplishments: All internal infrastructure and system upgrade projects have been delivered on schedule and within approved budget.

Status: on-going as projects are approved

## **SECTION 2: IT INITIATIVES STATUS UPDATES**

### **Initiative 1**      Personal Information Protection

Description: As a result of HB155 MSF will fulfill the requirement to protect certain personal information; develop procedures to protect social security numbers; and provide a notification procedure regarding a suspected breach of compromising personal information.

EPP Number:    N/A

Status:            Completed

Funding:         Budget approved by MSF Board of Directors

### **Initiative 2**      Application and Infrastructure Lifecycle Support

Description: Ongoing support for existing core business and business support applications

EPP Number:    N/A

Status:            On-going

Funding:         Budget approved by MSF Board of Directors

## **SECTION 3: ADDITIONAL INFORMATION - OPTIONAL**

None to report.